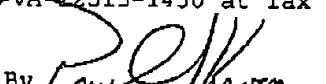


PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Szlam et al.
Serial No. : 09/437,414
Filed : November 10, 1999
For : Dynamic and Interdependent Processing of
Inbound and Outbound Communications
Attorney's Docket : CONCERTO-500AX
Examiner : Allan Hoosain
Group Art Unit : 2645

I hereby certify that this correspondence is being transmitted by facsimile to
Commissioner of Patents, Alexandria, VA 22313-1450 at fax phone number 703-746-
5744 on January 12, 2005.

By 
Paul J. Kroon, Jr., Esq.
Registration No. 51,902
Attorney for Applicants

AMENDMENT AFTER FINAL PURSUANT TO 37 C.F.R. § 1.116

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

In response to the Office Action dated February 2, 2004,
please amend the above-identified Patent Application as follows: